



Change History Log:

November 13th, 2000
Department Of Education
Student Financial Assistance
Carol Seifert
Contracts Office Technical Representative

In Response Reply to: 01EDU0082S

Subject: Contract # ED-99-DO-0002
Task Order # 35-FMS Applications Operations (BPM)
Deliverable 35.1.6 Metrics Based Service Targets

Dear Ms. Seifert

Enclosed is the Metrics Based Service Targets that is required by the subject task order. Attached are suggested changes from the reviewers. Future revisions are not planned, but the document will be updated as appropriate.

<i>Deliverable 35.1.6 Metrics Based Service Targets</i>					
Suggested Changes/Comments	Page	Author	Date	Change Made Y/N	Comment
We want to address the metrics again in 3 months verses the 6 months reflected in the document.	2	Paul Stonner	10/26/00	Y	
When we state "responded to", should mean the customer or user who placed the call. Correct?	3	Jim Lynch	10/26/00	Y	Added "to customer/user".
Change Level 1 Help Desk to Tier I Help Desk	3,4	Ron Ackermann	10/26/00	Y	